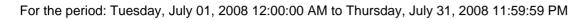# Customer Service Report for the Network Branch

For the period: Tuesday, July 01, 2008 12:00:00 AM to Thursday, July 31, 2008 11:59:59 PM

	CREATED				ASSIGNED /PENDING/CHECKED OUT			CLOSED			AVG MIN
	DCS	Ntwk	Web	Other	DCS	Ntwk	Other	DCS	Ntwk	Other	To Close
Accounts											
Access/Login	6	0	0	19	0	0	1	1	0	23	4
Deactivate/Close	2	0	0	403	0	0	0	404	0	1	0
Edit Account	0	0	0	8	0	0	0	0	0	8	0
General Info	1	0	0	0	0	0	0	1	0	0	1
Password Reset	0	0	0	3	0	0	0	0	0	3	0
Register/Open	0	0	0	317	0	0	0	316	0	1	0
Workstation/Add	0	0	0	3	0	0	0	0	0	3	2
Application Support											
COTS-MSWord-Troubleshoot	1	0	0	1	0	0	0	1	0	1	16
Web Apps-Install	0	0	0	1	0	0	0	0	0	1	0
Web Apps-Troubleshoot	0	0	0	1	0	0	0	0	0	1	0
ASR											
Colocation-ON	1	0	0	1	0	0	1	0	0	1	13
Back Office Support											
Active Directory	0	0	0	3	0	0	0	0	0	3	1

	CREATED				ASSIGNED /PENDING/CHECKED OUT			CLOSED			AVG MIN
	DCS	Ntwk	Web	Other	DCS	Ntwk	Other	DCS	Ntwk	Other	To Close
Backup/Restore	0	0	0	1	0	0	1	0	0	0	0
Permissions/Shares	17	0	0	9	0	0	2	1	0	23	2
CC Technical Operations											
Network-Connectivity	0	0	0	1	0	0	0	1	0	0	35
CIT Categories											
General Info	0	0	0	1	0	0	0	0	0	1	0
LISTSERV	49	0	0	2	4	0	1	41	0	5	11
Conference Room Support-Equipment Setup											
Equipment Setup	0	0	0	1	0	0	0	0	0	1	0
Connectivity											
Data lines	0	0	0	3	0	0	0	0	0	3	49
TCP/IP	11	0	0	7	0	0	1	5	1	11	6
Email											
Eudora	0	0	0	1	0	0	0	0	0	1	0
MS Outlook	3	0	0	3	0	0	1	0	0	5	1

Customer Service Report for the Network Branch

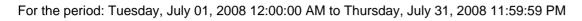For the period: Tuesday, July 01, 2008 12:00:00 AM to Thursday, July 31, 2008 11:59:59 PM

	CREATED				ASSIGNED /PENDING/CHECKED OUT			CLOSED			AVG MIN
	DCS	Ntwk	Web	Other	DCS	Ntwk	Other	DCS	Ntwk	Other	To Close
Hardware											
Acc/Periph/Request	1	0	0	0	0	0	1	0	0	0	0
Printers/Config/Setup	0	0	0	1	0	0	0	0	0	1	0
Printers/Troubleshoot	1	0	0	0	0	0	0	0	0	1	5
Servers/Config/Setup	0	0	0	1	0	0	1	0	0	0	0
Local LAN											
LocalLAN/Connectivity	32	0	0	31	0	0	11	6	0	46	8
LocalLAN/General Info	0	0	0	4	0	0	1	0	0	3	43
LocalLAN/Upgrade	0	0	0	4	0	0	2	0	0	2	0
NIHnet											
Chronic-Access	0	2	0	0	0	0	0	0	2	0	0
Chronic-Distribution	0	1	0	0	0	0	0	0	1	0	0
Chronic-NIH Customer	1	0	0	0	0	1	0	0	0	0	0
Chronic-Wireless	0	2	0	0	0	1	0	0	1	0	0
Closet Access-LAN	29	3	0	1	0	0	4	3	21	5	7
Closet Access-Telecom	1	0	0	0	0	0	1	0	0	0	0

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For the period: Tuesday, July 01, 2008 12:00:00 AM to Thursday, July 31, 2008 11:59:59 PM

	CREATED				ASSIGNED /PENDING/CHECKED OUT			CLOSED			AVG MIN
	DCS	Ntwk	Web	Other	DCS	Ntwk	Other	DCS	Ntwk	Other	To Close
HazCon-Access	0	2	0	0	0	1	0	0	0	1	0
HazCon-Core	0	1	0	0	0	0	0	0	1	0	0
HazCon-Distribution	0	1	0	0	0	0	0	0	1	0	0
HazCon-DMZ	0	1	0	0	0	0	0	0	1	0	0
HazCon-NIH Customer	0	2	0	0	0	1	0	0	1	0	10
HazCon-OpDiv	0	1	0	0	0	0	0	0	1	0	5
HazCon-Other	0	4	0	0	0	0	0	0	3	1	12
HazCon-Remote Access Parachute	1	0	0	0	0	0	0	1	0	0	3
Impairment-Access	6	1	0	0	0	1	0	3	1	2	23
Impairment-FACnet	1	4	0	0	0	4	0	0	1	0	0
Impairment-NIH Customer	1	1	0	0	0	1	0	0	1	0	4
Impairment-Other	3	0	0	0	0	0	0	1	1	1	16
Impairment-Remote Access VPN	4	0	0	0	0	0	0	3	0	1	23
Impairment-Wireless	2	3	0	0	0	1	0	0	3	1	3
Inquiry	16	11	0	2	1	4	1	1	16	6	8

Customer Service Report for the Network Branch

For the period: Tuesday, July 01, 2008 12:00:00 AM to Thursday, July 31, 2008 11:59:59 PM

	CREATED				ASSIGNED /PENDING/CHECKED OUT			CLOSED			AVG MIN
	DCS	Ntwk	Web	Other	DCS	Ntwk	Other	DCS	Ntwk	Other	To Close
Maintenance-Access	0	2	0	1	0	1	0	0	1	1	0
Maintenance-Bldg 12 Data Center	0	0	0	1	0	0	0	0	1	0	0
Maintenance-Distribution	1	0	0	0	0	0	0	0	1	0	13
Maintenance-Facilities HVAC	2	0	0	0	0	0	0	2	0	0	10
Maintenance-Facilities Power	33	1	0	0	24	5	0	4	1	0	2
Maintenance-FACnet	0	0	0	1	0	0	1	0	0	0	0
Maintenance-NIH Customer	0	4	0	0	0	0	0	0	4	0	1
Maintenance-OpDiv	1	1	0	0	0	0	0	0	2	0	0
Maintenance-Other	35	4	0	0	6	3	0	28	1	1	8
Maintenance-Remote Access VPN	0	2	0	0	0	1	0	0	1	0	0
Maintenance-Sterling CIT Data Center	0	0	0	1	0	0	1	0	0	0	0
Maintenance-Wireless	1	1	0	3	0	1	2	0	1	1	13
Network NMS-Device Config Backup	0	5	0	1	0	0	1	0	4	1	7

	CREATED				ASSIGNED /PENDING/CHECKED OUT			CLOSED			AVG MIN
	DCS	Ntwk	Web	Other	DCS	Ntwk	Other	DCS	Ntwk	Other	To Close
Network NMS-NMS Element Manage	0	19	0	2	0	1	0	0	19	1	0
Network NMS-NMS Element Un-manage	0	6	0	3	0	1	0	0	8	0	1
Network Sec-Firewall	2	7	0	17	0	0	9	0	3	14	1
Network Sec-Other	3	2	0	4	0	0	3	0	2	4	0
Network Sec-Router ACL	1	3	0	0	0	0	0	0	4	0	6
Network Sec-Server Scans	1	0	0	0	0	0	0	0	0	1	5
Outage-Access	2	3	0	0	0	0	0	1	3	1	7
Outage-Bldg 12 Data Center	0	2	0	0	0	0	0	0	2	0	8
Outage-Distribution	0	3	0	0	0	0	1	0	2	0	0
Outage-DMZ	0	1	0	0	0	0	0	0	1	0	0
Outage-FACnet	0	13	0	0	0	0	0	0	12	1	1
Outage-NIH Customer	2	4	0	0	0	0	0	0	5	1	9
Outage-Other	12	6	0	0	0	1	0	8	5	4	11
Outage-Remote Access VPN	0	1	0	0	0	0	0	0	1	0	0

	CREATED				ASSIGNED /PENDING/CHECKED OUT			CLOSED			AVG MIN
	DCS	Ntwk	Web	Other	DCS	Ntwk	Other	DCS	Ntwk	Other	To Close
Outage-Wireless	1	29	0	0	0	2	1	0	25	2	1
Server Support-DNS	8	1	0	1	0	0	1	2	1	6	7
Server Support-Listserv	6	0	0	0	0	0	0	4	0	2	19
Server Support-Other	3	0	0	0	0	0	0	2	0	1	5
Server Support-Server Admin	6	2	0	0	0	0	2	0	2	4	3
Server Support-Server Scans	1	0	0	0	0	0	0	0	0	1	5
Server Support-TACACS	0	2	0	1	0	0	0	0	1	2	0
Service Prov-Access	5	0	0	1	0	0	0	0	2	4	6
Service Prov-Bldg 12 Data Center	1	0	0	5	0	0	4	0	0	2	0
Service Prov-Core	0	0	0	1	0	0	1	0	0	0	0
Service Prov-FACnet	3	0	0	0	0	0	3	0	0	0	0
Service Prov-IP Address Admin	23	0	0	0	0	2	4	1	3	13	9
Service Prov-Other	10	1	0	1	0	0	3	1	4	4	4
Service Prov-Port Add	86	0	0	6	0	1	8	5	31	47	11

For the period: Tuesday, July 01, 2008 12:00:00 AM to Thursday, July 31, 2008 11:59:59 PM

Snapshot Date: 8/1/2008 7:16:11 AM

	CREATED				ASSIGNED /PENDING/CHECKED OUT			CLOSED			AVG MIN
	DCS	Ntwk	Web	Other	DCS	Ntwk	Other	DCS	Ntwk	Other	To Close
Service Prov-Port Change	34	0	0	2	0	1	2	1	6	26	9
Service Prov-Port Move	3	0	0	1	0	0	3	0	0	1	2
Service Prov-Remote Access Parachute	2	0	0	0	0	0	0	1	1	0	24
Service Prov-Remote Access VPN	5	0	0	0	0	0	0	5	0	0	10
Service Prov-Wireless	4	1	0	4	0	1	1	0	3	4	2
Unix Support											
Unix Support	0	0	0	2	0	0	1	0	0	1	0
Web Site Issue (non-CIT)											
Development	1	0	0	0	0	0	0	0	0	1	10
Inaccessible	3	0	0	1	0	0	1	1	0	2	3
Other	1	0	0	0	0	0	0	1	0	0	3
Wireless Services											
BB/Configuration/Setup	0	0	0	1	0	0	0	0	0	1	0

Customer Service Report for the Network Branch

For the period: Tuesday, July 01, 2008 12:00:00 AM to Thursday, July 31, 2008 11:59:59 PM

	CREATED				ASSIGNED /PENDING/CHECKED OUT			CLOSED			AVG MIN
	DCS	Ntwk	Web	Other	DCS	Ntwk	Other	DCS	Ntwk	Other	To Close
WN/Configuration/Setup	9	0	0	0	0	0	1	0	0	8	6
WN/Troubleshoot	4	0	0	0	0	0	1	1	0	2	4
Grand Total:	**505**	**166**	**0**	**894**	**35**	**36**	**85**	**857**	**220**	**332**	**4**

Total Tickets Closed:	1409
Total Tickets Assigned/Pending/Checked Out:	156
Total Tickets Created:	1565